

CMH Allergy Policy

Overview

CMH does its best to accommodate guests with allergies; however, as our lodges are open to the public, we cannot guarantee an allergen-free environment.

We respect the concerns of our guests who have food allergies. The following information outlines the measures CMH employs to address their concerns while maintaining a balanced approach for all our guests. It's the intention of CMH to make guests with food allergies feel comfortable and confident going to our lodges, knowing that we will do our very best to take care of them.

Food Allergens in the Lodge

CMH does not guarantee an allergen-free environment. CMH provides product offerings that may include several allergens (as defined by the Canadian Food Inspection Agency) including milk, wheat, tree nuts, sesame, and other allergens.

CMH works with vendors to ensure that allergen free requested products can be purchased with a very low risk of cross contamination. This includes allergens such as, tree nuts, peanuts, wheat, sesame, soy and other allergens. Some of our food service providers process food in facilities that may contain other allergens so we may not be able to guarantee some products are without small traces of contaminants. Therefore, in very severe cases of allergy we request as much notice and detail as possible so that we have time to try and accommodate those allergy requests.

CMH does not screen food items other guests bring into the lodge. Nut residue, oils, or other allergens may be found on tables, seat cushions, or elsewhere in the lodge. They may not be removed despite regular housekeeping.

Some products used in the lodge make allergen-free claims. These products meet the requirements outlined in the Food and Drugs act as detailed by the Canadian Food Inspection Agency, which state that a product is required to have less than 20 ppm of an allergen.

Housekeeping

The lodge is cleaned daily, A deep cleaning of all areas, including guest rooms and full linen changes, is performed at the end of each tour.

Recommendations for Guests with Allergies

Guests who have allergies should pack any necessary medication they require (e.g., antihistamines, EpiPen®, Allerject®, asthma inhalers, etc.). It's of the utmost importance that our guests understand they are in a remote lodge and professional medical help is often a great distance away and not easily accessible.

To help prevent reactions, let the guest services team know about your allergies when you make your booking. Once you get to the lodge, talk with lodge management, culinary staff, and servers about your allergies. As our written menus can't cover every ingredient, we encourage you to talk with your server about any concerns or questions you may have about any of the food being offered. If the servers are unable to answer your questions, talk with the lodge manager or the chef.

Alternate Menus

At all our CMH lodges, we offer alternative offerings for our guests with dietary restrictions and allergies. The offerings include gluten-free, nut-free, shellfish-free, vegan, and vegetarian menus.

Emergency Plan

It's impossible to eliminate the risk of an allergic reaction occurring. In the event of a guest experiencing an anaphylactic shock in the lodge, immediate first aid will be given, and medical professionals will be contacted. If needed, the guest will be transported to the nearest medical facility for further professional medical attention. Transportation from one of our remote lodges could take in excess of 1 ½ to 2 hours. It's very important that guests bring any medication they need with them to the lodge.